

What should you do if you have a question or problem with the care your child is receiving?

Talk with your child care provider about any concerns. No matter how wonderful the person caring for your child is, at some point he or she may do something you do not understand, or do not like.

When you talk with the person caring for your child, try to:

- Begin with what you like about the care your child receives.
- Explain why you are concerned.
- Ask for an explanation for what concerns you.
- If possible, offer to work with the person to change the problem.



Child Care Consumer Line
1-800-540-7942

No one can ever replace the loving care and attention you give your child. Yet when you cannot be there, you still want your child to be safe and to learn she is a very special person; that she is loved, smart, fun, and capable. Research, observation and common sense tell us that a child's brain and body develop best within loving relationships, ones in which he can explore, learn and grow. The CCCL is designed for you to be able to gain information about child care in Vermont.



Child Development Division
103 South Main Street, A Building
Waterbury, VT 05671-5500
Phone: 802-241-3110
Toll Free: 800-649-2642
Fax: 802-241-4676

Child Care Consumer Line

1-800-540-7942



**A Place to Ask Questions
About Child Care**



A Place to Voice Your Concern



www.brightfuturesinfo.org



What are the basic services provided by the Child Care Consumer Line?

The Child Care Consumer Line (CCCL) provides a two-fold service:

- A place for parents to receive information about Vermont Child Care Providers.
- An avenue for anyone to voice concerns about child care providers in Vermont.

Who can call?

Anyone can call the consumer line toll free in Vermont: **1-800-540-7942** or from other locations: **802-241-2367**.

- **Option 1:** Information about child care in Vermont, including public information about specific child care providers
- **Option 2:** Make a complaint about a child care provider.

What information can I find out by calling?

- A specific provider's public record, including; when they became licensed, accreditations, (STARS) STEP Ahead Recognition System rating, violations cited in the past year.
- Things to consider when looking for child care.
- Information about child care training, credentials, and accreditation, and quality incentives for child care providers.

What are some typical concerns?

Typical concerns that are reported include: too many children, lack of supervision, unqualified or not enough staff, inappropriate guidance and discipline, unsafe environment, and unregulated child care.

What happens with concerns?

- A)** A licensing field specialist may contact the person making a report, then conduct an investigation. The investigation may include interviews with the child care provider, families, and community agencies.
- B)** The investigation may also include an unannounced visit from a licensing field specialist.

- C)** A determination will be made as to whether there is evidence of a violation of the child care regulations.
- D)** If violations are substantiated the licensing field specialist may require a program improvement plan or other corrective action.
- E)** Child Care providers have the right to appeal any violations.

VT Family Services Division District Offices

The CCCL does not handle reports of abuse or neglect. If you suspect child abuse or neglect, call your local Family Services District Office nearest your home.

Barre	479-4260
Bennington	442-8138
Brattleboro	257-2888
Burlington	863-7370
Hartford	295-8840
Middlebury	388-4660
Morrisville	888-4576
Newport	334-6723
Rutland	786-5817
St. Albans	527-7741
St. Johnsbury	748-8374
Springfield	885-8900

*To report suspected child abuse evenings and after hours, you can call the Emergency Services Program:
1-800-649-5285.*